

# Your Facilitator

## Rose Heathcote

CREATING STRUCTURED  
IMPROVEMENT JOURNEYS

**Rose is the founder of Thinking People, and her purpose is to advance the learning and application of Operational Excellence in willing organisations, to achieve their Goals**



For over 17 years, she has focused on raising the performance of enterprises in most industry sectors across Africa, Middle East and India through Lean Thinking, Advanced Problem Solving and Best Practice. During her career, she has been privileged to work with over 100 companies, from micro through to large internationals, bringing to them the following areas of expertise:

- Strategy & Execution Planning for Operational Excellence
- Change Plan Delivery
- Corporate and Individual Learning & Development
- Management System Development for Improvement Sustainability

Rose has a background in Industrial Engineering and Business Management. She continues to research new ways of achieving excellence, and is a strong believer in first principles.

## Selected Testimonials

### Internationally recognised authors and speakers:

"Rose's insight often allows her to see through the brick wall. Her fresh approach and strong belief in basic principles allied to her great way with people, makes her a strong partner to move forward and improve performance" **Michael Balle, Author of The Goldmine and The Lean Manager; Co-founder of the Projet Lean Entreprise, France.**

"I have known Rose only for a short while, but during that time she has impressed me greatly with her knowledge and experience concerning Lean. Also, importantly, she has the sort of open minded, co-operative, attitude towards people and Lean that will ensure the success of her work." **John Bicheno, Author of the Lean Toolbox, Six Sigma. Professor of MSc Lean Operations, Cardiff University, United Kingdom.**

"Rose exhibits a wonderful balance between a people focus and a process focus. Her work is always of a very high, value-adding standard." **Prof. Norman Faull, UCT; Managing Director of the Lean Institute Africa; author & speaker.**

### Clients and Business Partners worked with during her career:

"Rose is passionate about helping teams of people achieve superlative results; she has a deep understanding of her areas of expertise, and is able to inspire people to achieve beyond what they believe is possible." **Group Manager, AECI**

"Rose came into SAB with gusto and has brought some focus and direction re lean manufacturing into the business. She is dedicated, knowledgeable and has a passion and pursuit of excellence. It was a pleasure to work with Rose and I wish her all the best for her future endeavours" **Supply Chain Development Manager, SAB Ltd**

"I have had the privilege to work on a number of occasions with Rose over the last 5 or 6 years. Rose is a very committed and knowledgeable individual, who is able to transfer her knowledge effectively to her audience. Her conduct is always professional and she is well prepared when doing workshops. I have certainly learned a lot from her and can recommend Rose as an effective champion for performance improvement." **Lean Manager, Joy Mining Machinery South Africa**

"Rose transfers her Lean/ Six Sigma knowledge in a practical and effective manner. She is able to work across all functions and levels and is a very good coach. Highly recommended." **Executive, Dunlop Tyres (Apollo Tyres)**

"Rose worked in the area of lean and contributed significantly to the development of teams within the business. Rose is able to build excellent customer relationships and diligently delivers against deadlines. Her knowledge of lean thinking is well developed." **Global Manufacturing Development Manager, SABMiller**

"Rose is a great Lean Six Sigma consultant who takes time to understand your business and then helps you chart out a clear improvement plan. She knows her stuff really well, knows how to engage and ask the right questions and has a deep passion for elimination of waste creating value. She adds value wherever she goes." **Continuous Improvement Facilitator, Kenya Airways**

"Rose is definitely a top notch expert in Lean. I have worked extensively with Rose in many projects in Egypt, Kuwait & Lebanon. I was always impressed by Rose' unique ability to understand the complexity of our clients' processes and how she always found smart, cost-effective and fast solutions that adds real value to the client in very limited amount of time. With Rose' exceptional interpersonal skills, she succeeds in helping clients' make big leaps of improvement in few simple steps." **Business Partner, Egypt**

